

GEAR TO GO

MORALE, WELFARE AND RECREATION

STANDARD OPERATING PROCEDURE

JANUARY 2002

1. Purpose: To establish guidelines covering the everyday operation of the MWR, Gear To Go facility.
2. Scope: This Standard Operating Procedure (SOP) covers equipment rentals, off-site rentals and staff responsibilities.
3. Reference: AR 215-1
4. General: Operation of the Gear To Go facility and control of its resources will be conducted according to current command policies and procedures, AR 215 and this SOP.
5. Procedures:
 - a. Hours of Operation: Monday 7:00 am - 4:00 pm
Tuesday, Wednesday & Sunday CLOSED
Thursday 9:00 - 4:30 pm
Friday 7:00 - 4:00 pm
Saturday 8:00 am - Noon
 - b. Camping Equipment Rentals: March - October (weather permitting)
 - c. Ski Equipment Rental: October - March (weather permitting)
 - d. Garden Plot Rentals: March - October
 - e. Picnic Area Rentals: March - October
 - f. Resale Lot and Recreational Vehicle Lot: October - September
6. Camping Equipment Rentals: Camping equipment, to include but not limited to, will consist of such items as tents, stoves and camping trailers. Item fees will be charged according to the Fort Monmouth Gear To Go Price List. Eligible customers as outlined in paragraph 11 may rent camping equipment.
 - a. Prior to rental, both the customer and the staff will inspect camping equipment for condition and cleanliness. Equipment must be returned in a like condition. Any abusive treatment of the equipment resulting in damage or loss, must be repaired or replaced prior to turn-in, or arrangements must be made with the Gear To Go facility technician for repair or replacement at the customer's expense.

- b. Only items outlined in the Gear To Go price list may be reserved. High demand items such as the "pop-up campers," should be reserved in advance. All necessary administrative tasks will be completed and a 50% deposit will be paid to reserve an item.

7. Ski Equipment Rentals: Ski equipment will be rented in season, and includes such items as skis, poles and boots. Fees will be charged according to the Gear To Go price list. Eligibility is outlined in paragraph 11 below.

- a. Prior to rental, the customer must fill out the "Ski Rental Form" and sign the "Release Agreement." Ski boots will be tested for fit, and proper measurements will be taken for the fitting of the skis.

b. Skis may be reserved with a 50% deposit or payment in full. The customer is responsible for half the rental amount of any equipment reserved. In order to be refunded a deposit, the customer must cancel the reservation 5 working days prior to pick up date.

8. Garden Plot Rentals: Garden plot rentals are available from mid March - mid October. Fees will be charged according to the Gear To Go price list. Facility usage eligibility is outlined in paragraph 11 below.

a. The first two weeks of plot rental is reserved for the active duty sponsor. At this time, a maximum of two garden plots may be rented. The following week of plot rental is reserved for military retirees. A maximum of two garden plots may be rented. The third week of plot rental is reserved for DOD Civilian/contractors. A maximum of two garden plots may be rented. Customer rental of any remaining garden plots will be first-come, first-served.

b. About mid-October, depending on weather conditions, customers will be notified that they must clear their plots. At this time, all sticks, strings, plants and other debris must be cleared from garden plots. Customers not properly clearing their plot this year may be in jeopardy of losing their privilege to rent next year.

9. Picnic Area Rentals: Fees will be charged according to the Gear To Go price list based on the various areas available for rental.

- a. Customers should reserve picnic areas as far in advance as possible. All administrative tasks and deposits must be completed at time of reservation. If the customer decides to cancel, refund is forfeited, depending on situation for cancellation.
- b. Picnic areas are "carry-in, carry-out" arenas. All areas must be policed and left in the condition in which the customer finds them. A clean-up deposit will be required at time of use. If it is necessary for Gear To Go to police the rented area, the deposit will not be returned, but charged as services rendered.

10. Resale Lot and Recreational Vehicle Lot: The Resale and Recreational Vehicle Lots are available for rental year round. Usage eligibility is outlined in paragraph 11.

- a. Fees will be charged according to the Gear To Go Price list.
- b. All vehicles must be licensed, registered and insured prior to placement in sale lot only.

11. Eligibility:

- a. Active duty military, retired military, and their bonafide family members are authorized to utilize this facility. All patrons must have proper Fort Monmouth acceptable identification to enter facility.
- b. DOD civilians and contractors are authorized. Civilian and contractor bonafide family members, only when accompanied by their sponsor, are authorized utilization. All patrons must have proper Fort Monmouth acceptable identification to enter facility.

12. Responsibility:

a. Cash Accountability:

- Responsible for safeguarding of all income and change fund.
- Ensuring deposits are made daily.
- Ensure that Rec Trac or DA 1992's are used for each transaction.
- Ensures all back up documents are attach to DAR.
- No refunds will be issued to customer unless authorized by Team Leader.

b. Property Accountability:

- Responsible for NAF and APF fixed asset inventory is done quarterly with the MWR Property Facility Technician.
- Any shortages must be reported to the Team Leader immediately.

c. Equipment Maintenance:

- Responsible for ensuring that all equipment is in operational condition before issued to customers.
- All equipment returned from customers will be checked for any damages before customer leaves premises, if it is feasible. Otherwise the customer will be notified by close of business that day of any damages. If, staff cannot repair any equipment, you will notify the Team Leader by e-mail ASAP for further instructions.

d. Administrative Duties:

- Responsible for employee Time & Attendance and initialed leave slips.
- Responsible for checking answering machine first thing in the morning.
- Ensuring all time sheets are initialed off and handed into the timekeeper at the end of each workweek (Wednesday's after work).
- Ensure DAR's are complete, signed and turned into Bldg. 286 on a daily basis.
- Will ensure all staff is trained in RecTrac.
- Ensure that MIS is done on a daily basis and a copy on the 15th and the end of the month are e-mailed to the Team Leader.
- The Team Leader must approve any purchases for parts.
- Responsible for input for CPMC and annual operating budget.
- Responsible for reviewing quarterly variance budget against actual.

e. Customer Service:

- Ensures patrons enjoy their recreational experience by consistently providing cheerful and professional service with no more than 2 errors per rating period regarding incorrect information, discourtesy and policies, and coordinates regularly with Team Leader/programmer/external agencies to ensure appropriate communications.

Facility Technician

Operations Team Leader